



From the COHSL Board

STAFFING

One of the salient aspects of our time is change—at Dunstan Hospital as everywhere else. The resignation of our General Manager, Jan Fearnley, earlier this year presented both change problems and opportunities. The COHSL Board was very pleased to have in Dr Carol Horgan a most able Acting General Manager for the period in which we sought a permanent replacement.

We are delighted to announce that following a robust search and selection process, Dr Horgan is that replacement, for she brings to our company an impressive talent and experience. She has as well, shown in the acting capacity over the past three months, a sure grasp of the priorities and requirements of the hospital as it strives to serve the health needs of Central Otago-Wanaka.

We congratulate Dr Horgan on her appointment and look forward to her leadership of the hospital for a long and productive period.

Rory Gollop
Board Chair

Vision:

To be recognised as a leading provider of rural health services in New Zealand.

From the General Manager

Welcome to this issue of the COHSL Community Newsletter. As the newly appointed General Manager, I would like to relay how delighted I am to take the helm of a ship with such a great and competent crew. Dunstan Hospital staff always put the patients' and community welfare first and foremost.

Last month, COHSL was audited against the service delivery requirements of our contract with the Otago District Health Board. The positive outcome and overall feedback from the Auditors from this process is a vote of confidence in the robust nature of the delivery of health services by COHSL. In the face of rising costs and financial constraints in just about all aspects of the economy, COHSL will continue to advocate for comprehensive health services for Central Otago and Wanaka.

The onset of winter has seen a tidy up of the hospital grounds and the landscaping committee is looking forward to additional work in the spring. Visitors to the hospital will notice additional car parking for staff has freed up the front car parks for patients and visitors. We are pleased to offer patients and visitors easy access to reception and Vincent Ward. We ask that the two disabled car parks outside the main entrance be kept free for their intended users.

Finally I would like to repeat my predecessor's offer to enhance community understanding about the services we offer. Please contact us if you wish for someone to address your community group or service club.

Dr Carol Horgan
General Manager

Name Change but Service Unchanged

We were pleased to have renewed the contract for the provision of Community based Diabetes Services with the Rural Otago Primary Health Organisation (ROPHO) for another 12 months. The role of Diabetes Coordinator has been provided by Raewyn Robertson for the last two years. Following a review the position has been renamed Diabetes Nurse Educator to better reflect the dynamic service provided.

This important education role is having a positive impact on people in our wider community with Diabetes. The service is community based and mobile and extends to clients from Wanaka to Ranfurly. Raewyn works closely with the Specialist Diabetes team in Dunedin, including running concurrent clinics with them in the Outpatients Department on a monthly basis. Patients can be referred to Raewyn by their GP, Practice Nurse, Diabetes Specialist, or they can self refer.

As part of her educator role Raewyn is available to speak to groups about diabetes and associated risk factors. Raewyn can be contacted through the main reception desk at Dunstan Hospital.



Raewyn Robertson (right), Diabetes Nurse Educator, demonstrating the new Accucheck Performer Meter to Carol Horgan (left), General Manager. The meter is now widely used in the community for self monitoring of blood sugars.

INTRODUCING THE NURSING TEAM



COHSL nurses show their enthusiasm for the work they do

Nurses work in a variety of roles at Central Otago Health Services Limited. In the inpatient area, Vincent Ward nurses provide around the clock nursing care to patients. The inpatient nursing team consists of twenty-five permanent and six casual staff. They are led by a Nursing Service Leader and Associate Nursing Service Leader. Vincent Ward has twenty-four beds, three of which are designated high dependency. There is also an acute assessment area where patients come initially when they are referred to the hospital.

The District Nursing team of seven permanent and nine casual nurses is led by a Nursing Service Leader. District Nurses cover a wide geographical area. One team is based in Wanaka and covers Hawea, Makarora and Wanaka whilst the other team is based at Dunstan Hospital and covers Cromwell, Tarras, Clyde-Alexandra and east to Becks. They hold nurse-led wound care clinics every fortnight at Dunstan Hospital.

The Outpatient Department has two permanent nursing staff plus two additional staff that cover specific clinics and two casual nurses. The department is led by a Nursing Service Leader (one of the two permanent positions). This area accommodates a wide variety of clinics from Paediatrics through to Geriatrics, Orthopaedics to Oncology, Gynaecology to Cardiology to name but a few. In addition, nursing staff undertake tests on patients referred from the community such as ECG's.

There is also a weekly chemotherapy service which is run by nurses on site in Dunstan Hospital. There are four in the team and they have close links with the chemotherapy service in Dunedin. A collaborative approach to the management of this group of patients is necessary for them to be able to receive this complex treatment in Central Otago rather than travelling to Dunedin on a regular basis.

A part-time Clinical Nurse Educator organises educational opportunities for COHSL nurses and for other nurses in the region. Nursing students from Otago Polytechnic gain valuable rural experience when they have clinical placements at Dunstan.

Some nurses have a variety of roles in various different departments. This promotes good understanding of each other's work issues as well as some continuity for patients who access more than one service.

Nurses function well in a team and we appreciate the team environment in which we work at COHSL. The team includes the Medical Officers, Allied Health team and the Administration team. We aim to provide a quality service to meet the diverse needs of the population whom we serve.

Mission:

To provide an integrated health service that is client / patient focused, clinically competent, efficiently delivered, well coordinated, culturally appropriate and meets the changing needs of the COHSL service areas.

Mobility / Disability Parking

A mobility parking space enables disabled people to park conveniently close to a building entrance. We periodically receive complaints from members of the public that the mobility parking space is being used by vehicles not displaying the approved parking permit. We would ask drivers to be considerate and leave those parks free for visitors that require a mobility park.



The parks available for vehicles displaying an approved disabled persons parking permit are located outside the main entrance to the hospital, in the side car park directly beside the pathway to the hospital. There is a five minute "pick up / drop off" zone directly beside the Main Entrance that is available to all visitors. Thank you for your assistance.

Feedback About Our Services

As part of COHSL ongoing Quality Programme we regularly post satisfaction surveys to clients who have used our services. We hope you will take a few minutes to complete the survey and return it in the self-addressed envelope.

We appreciate your time and the comments, feedback, suggestions and views are valuable and assist us to identify areas for improvement and development. It also provides us with a tangible way for staff to measure their service delivery and areas of particular strength or weakness. We also have a Suggestions Box located at the Main Reception desk available for your use.

Thank You to our Community

In June, Vincent Ward experienced an outbreak of diarrhoea and vomiting confirmed as Norovirus. Over the 10 days of the outbreak 10 patients and 20 staff were affected by this highly contagious virus.

COHSL staff and contractors did an outstanding job to contain and control the virus and ensure services were returned to normal as soon as possible.

A big thank you to our community for their patience and understanding during this time.

To Contact Us:

Main Reception	03 440 4300
Inpatients—Vincent Ward	03 440 4300
<i>(Visiting Hours 11—8pm or by arrangement)</i>	
Outpatients	03 440 4301
District Nursing	03 440 4303
Community Health Services:	03 440 4302
Child Development	
Medical Social Work	
Occupational Therapy	
Physiotherapy	
Chemotherapy	03 440 4300
Diabetes Coordinator	03 440 4300
Laboratory (<i>Southern Community Laboratories</i>)	03 440 4305
X-ray / Ultrasound (<i>Otago Radiology</i>)	03 440 4304